TERMS AND CONDITIONS

Congratulations on your recent vehicle purchase and on selecting an FCA Canada Inc. Safety and Convenience Service Contract to enhance your vehicle's coverage. Your Safety and Convenience Service Contract protects you against repair bills for the conditions covered by your chosen plan in normal use, for the duration of the contract.

These terms and conditions outline the provisions of your Safety and Convenience coverage and apply to all FCA Canada Inc. Safety and Convenience plans. In addition to these general terms and conditions, each plan has specified coverage. Please refer to your particular product Plan Code(s), found elsewhere in this document, for specific coverage details and additional terms and conditions.



This issuance of plan provisions by FCA Canada Inc. shall not be deemed as a waiver of our right, or considered a restriction of our right to refuse to pay for service and/or to cancel the plan should it be discovered that the vehicle for which this plan was purchased is not eligible for plan coverage.

NOTE: In addition to your service contract, your vehicle is also covered by factory warranty. For warranty details, please refer to your warranty information booklet. THIS PLAN DOES NOT COVER ANY REPAIR WHICH IS COVERED BY THE VEHICLE'S FACTORY WARRANTY.

GENERAL TERMS AND CONDITIONS

The contract is between you (the purchaser) and FCA Canada Inc. FCA Canada Inc. is solely responsible for fulfillment of the provisions of the contract. If FCA Canada Inc. fails to correct a problem covered by your plan or if a replacement part fails, our sole liability will be to correct the problem or replace the part.

ELIGIBLE OWNERS

The contract purchaser and subsequent owners who transfer coverage with no lapse in registration time are eligible for contract services.

ELIGIBLE VEHICLES

New FCA Canada Inc. vehicles built for the Canadian market which have been purchased or leased and registered in Canada are eligible for FCA Canada Inc. Safety and Convenience product coverage for New Vehicles.

Pre-owned Chrysler, Jeep, Dodge, Ram, FIAT and Alfa Romeo vehicles and only those manufacturers listed in the QPOV, MU, & USED APPEARANCE CARE ELIGIBILITY GUIDE that are less than 13 years old measured from the vehicle's original in-service date are also eligible for coverage.

Only Chrysler, Jeep, Dodge, Ram, FIAT and Alfa Romeo vehicles are eligible in the provinces of Alberta, Saskatchewan and Quebec.

All vehicles must be for personal, non-commercial use.

STAND ALONE OIL CHANGE

These plans are available on new and used FCA vehicles only, there is no age requirement on the vehicles and the plans are effective on the plan sale date.

DURATION OF COVERAGE

Coverage applies for the term purchased. Plan benefits begin on the plan sale date, subject to FCA Canada Inc. acceptance (see table on reverse).

HOW TO GET SERVICE

Tire Road Hazard and Wheel Road Hazard services are provided by your selling FCA Canada Inc. retailer. Call the retailer's service department to make an appointment. If you cannot return to your selling retailer or are travelling, service may be requested at any FCA retailer in Canada or the continental United States.

NOTE: The FCA Canada Inc. Roadside Assistance, Roadside Assistance with Accident Tow, Road Hazard Tire Protection, Road Hazard Wheel Protection and Trip and Travel programs are administered by Sykes Assistance Services. See "IF YOU HAVE ANY QUESTIONS".

OWNER'S RESPONSIBILITY

The owner must properly operate, care for and maintain the vehicle as described in the Owner's Manual supplied by the vehicle manufacturer. Vehicle registration (licensing) must remain in Canada. Any lapse in Canadian vehicle registration will void your Safety and Convenience plan coverage.

RESPONSIBILITY OF FCA CANADA INC.

The protection purchased is a Service Contract. In addition to any factory warranty and any applicable statutory warranty, the Service Contract protects you against repair bills for parts and labour should a covered component supplied by FCA Canada Inc. prove defective in material or workmanship in normal use, for the duration of the contract. The contract is between you (the purchaser) and FCA Canada Inc. FCA Canada Inc. is solely responsible for fulfilment of the provisions of the contract. If FCA Canada Inc. fails to correct a problem covered by your plan or if a replacement part fails, our sole liability will be to correct the problem or replace the part.

TRANSFER OF COVERAGE

Unexpired Safety and Convenience coverage can be transferred to all subsequent owners at no charge. Transfers of plan coverage must be handled by an FCA Canada Inc. retailer and must be applied for **within 30 days** of the sale of the vehicle to the subsequent owner. Proof of maintenance must be presented at this time. A subsequent owner is not eligible for contract benefits until acceptance of the contract transfer by FCA Canada Inc.

Within **4 to 6 weeks** the applicant will receive confirmation that the balance of the original coverage has been transferred. If contract service is needed in the meantime, notify the Service Manager at the FCA Canada Inc. retailer where the application for transfer was made.

INELIGIBLE VEHICLES

The following vehicles or types of use are not eligible for FCA Canada Inc. Safety and Convenience contracts:

- Vehicles with a pre-existing condition where the key fob(s) is lost, stolen, damaged or destroyed prior to the purchase of the plan are not eligible for key fob protection plans.
- Vehicles with an altered or reset odometer, or where the actual distance driven cannot be determined.
- Vehicles not built to Canadian specifications; this includes imported vehicles, except those allowed by FCA Canada Inc.
- Vehicles not sold and registered in Canada at the time of plan sale.
- Vehicles converted or altered from original manufacturer's specifications, including motor homes. Conversion vans by FCA Canada Inc.- approved body builders are eligible but require authorization for registration.
- Vehicles that have been declared a total loss by an insurance company
- Vehicles where the factory warranty has been voided or restricted by the manufacturer.
- Vehicles used or equipped for non-personal service (e.g. taxi, ride sharing, bus, police, ambulance, postal delivery, snow removal, dumping and towing).
- Vehicles subjected to severe off-road use.
- Vehicles not used in accordance with FCA Canada Inc.'s specifications for payload and/or towing capacities.
- Vehicles where FCA Canada Inc. has voided or restricted the factory warranty.
- Vehicles that have been declared a total loss by an insurer.
- Vehicles heavier than 6,200 kg gross vehicle weight rating (GVW).

PLANS, COVERAGE, TERMS & PLAN CODES

	1 YEAR	2 YEARS	3 YEARS	4 YEARS	5 YEARS
Roadside Assistance with Trip & Travel	S001	S002	S003	S004	S005
Roadside Assistance with Accident Tow with Trip & Travel	S011	S012	S013	S014	S015
Key FOB Protection	S041	S042	S043	S044	S045
Non Prorated Tire Road Hazard Protection	S051	S052	S053	S054	S055
Non Prorated Tire and Wheel Road Hazard Protection	S061	S062	S063	S064	S065
Scheduled Maintenance	AMR1✲	AMR2✲	AMR3✲	AMR4✲	
Quadrifoglio Scheduled Maintenance	QMR1✲	QMR2✲	QMR3✲	QMR4✲	

✲ ALFA ROMEO VEHICLES ONLY

CANCELLATION OF SERVICE CONTRACTS

If you request cancellation of your contract **within 60 days** from the date of contract application, a full refund of the contract amount will be paid, less the cost of any paid repairs or covered services provided. Cancellation must be requested through the FCA Canada Inc. selling retailer. Refunds are issued to the retailer.

FCA Canada Inc. will deny any request to cancel a contract if the retailer is notified **after 60 days** from the date of contract application.

FCA Canada Inc. reserves the right to cancel a Service Contract at any time should it be discovered that a vehicle is ineligible, or is involved in an accident to the extent of becoming an insurance write-off, or the contract information provided to FCA Canada Inc. has been misrepresented.

ROADSIDE ASSISTANCE

An FCA Canada Inc. Safety and Convenience Service Contract will extend the existing roadside assistance coverage provided on new FCA Canada Inc. vehicles to the terms of the plan selected and can also be added to a pre-owned vehicles less than 13 years old measured from the vehicle's original in-service date.

If your vehicle cannot be driven and you require assistance, call toll-free **1-800-363-4869** anytime, from any location in Canada or the continental United States.

Please identify yourself as an FCA Canada Inc. Safety and Convenience Service Contract owner and be ready to provide your Vehicle Identification Number (VIN), licence plate number, odometer reading (kilometres driven) and the location and phone number from which you are calling.

SERVICES PROVIDED

Accident Towing: Accident towing services will be provided within North America twenty four hours a day, and three hundred and sixty-five days a year.

Accident towing will be conducted to the nearest FCA Canada Inc., dealership, or approved location. A tow to an Accident Reporting Center (ARC) if required before proceeding to the dealership or otherwise approved location is covered in full under this program. Vehicles that are registered in Canada but travelling in the United States of America, will receive the same coverage benefits.

The Accident towing program would include the following types of tows:

- Accident tows
- Stolen Vehicle Recovery (e.g. joy ride situations)
- Vandalism Tow
- Destruction by external factor(s) Tow (e.g. hail, fallen tree…)

Towing: If your vehicle cannot be driven because of a mechanical breakdown not related to a motor vehicle accident, it will be towed at no charge to the nearest authorized FCA Canada Inc. retailer which services your brand of vehicle. If required, the cost of dollies, flatbed or underground access fees is covered.

Winching: If your vehicle is stuck in a ditch, mud or snow adjacent to a publicly maintained roadway and is accessible, it will be winched to the road surface. If the vehicle cannot be driven and a tow is also required, you are responsible for both the tow and the winching.

Flat Tire: If you have a flat tire, your usable spare will be installed. Otherwise, the vehicle will be towed to the nearest service station. Tire repairs are not covered.

Out of Fuel: If your vehicle has run out of fuel, a small amount will be delivered free to your location. Where fuel delivery is prohibited, your vehicle will be towed to the nearest service station in lieu of fuel delivery.

Dead Battery: If your battery is dead, jump-start assistance will be dispatched to your location. If your battery does not respond, your vehicle will be towed to the nearest authorized FCA Canada Inc. retailer.

Lockout: If you are locked out of your vehicle or your locks are frozen, help will be dispatched up to 100 km to your location. Replacement of keys is not covered.

ABOUT ROADSIDE ASSISTANCE

The Roadside Assistance program is administered by Sykes Assistance Services. Covered service must be provided in Canada or the continental United States and is limited to vehicles that use public, non-seasonal roadways. Crosscountry, logging, autocross and any other form of off-road use is not covered. **In severe weather, some delays may be expected.**

FCA Canada Inc. Roadside Assistance does not pay for parts, tires, repairs, labour or vehicle storage. Parts, repairs, or labour covered under your FCA Canada Inc. Safety and Convenience Service Contract will be provided by your authorized servicing FCA Canada Inc. retailer.

FCA Canada Inc. Roadside Assistance does not cover any "incidental or consequential damages" connected with the failure of your vehicle or providing services to you. Such damages include lost time, inconvenience, loss of use of your vehicle, rental cars, fuel, telephone, loss of personal or commercial property, loss of revenue or any other expenses not listed as being specifically covered in part or in full.

All service providers are independent contractors and are not employees or agents of FCA Canada Inc. Any loss or damage to your vehicle or personal property resulting from providing roadside service is the responsibility of the roadside service provider. Report any damage or loss to the manager of the service provider and to your own insurance company **within 24 hours** and before any repairs are performed.

FCA Canada Inc. reserves the right to discontinue providing roadside assistance, if in the opinion of FCA Canada Inc., there is abuse of the services.

FCA Canada Inc. Roadside Assistance is designed to prevent out-of-pocket expenses for covered services under normal circumstances. However, if you call the toll-free number and due to extenuating circumstances help cannot be dispatched in a reasonable time and you pay for a covered service, you may then claim reimbursement under the following conditions:

- Towing claims to the nearest authorized FCA Canada Inc. retailer must be accompanied by the original towing and repair invoice.
- Reimbursement will be limited to the local roadside assistance contractor rates, to a maximum of $100.00 per incident.
- You must submit **original** receipts, bills and/or charge card copies for consideration for reimbursement. Originals will be returned upon request.
- FCA Canada Inc. reserves the right to decline any claim presented for payment later than 30 days from the date of service, or if service was provided by an unlicensed garage or individual.
- Mail your claims to Sykes Assistance Services. See “IF YOU HAVE ANY QUESTIONS ”.

TRIP AND TRAVEL

Trip Interruption: If your vehicle experiences a mechanical breakdown within the contract term limits, while at least 200 kilometres from home, up to $100 per day of hotel, meals or return transportation (not including car rentals) expense can be claimed for reimbursement, to a maximum of $300. Call Sykes Assistance Services at toll-free at **1-800-363-4869** for claim instructions.

Travel Planning: On request by the contract owner, trip directions, maps and relevant points of interest and attractions will be issued in a customized package. Allow two weeks for delivery. Call toll-free **1-800-363-4869**.

SCHEDULED MAINTENANCE
(ALFA ROMEO VEHICLES ONLY - EXCLUDES 4C)

These Service Contracts are unique product offerings that cover all of the required Alfa Romeo scheduled maintenance, as outlined in the Alfa Romeo owner's manuals. Parts and labour for required maintenance services are covered on vehicles with AMR and QMR plans.

NOTE: The Scheduled Maintenance Service Contracts cover labour associated with "check" or "inspect" maintenance services, but any parts required on "check" or "inspect" components are not included in the Service Contract's coverage. Only parts specifically identified as requiring replacement in the owner's manual maintenance schedules are covered by the Service Contract.

STAND ALONE OIL CHANGE

Stand alone oil change plans provide for engine oil and filter changes and tire rotation service at authorized fca canada inc. Retailers. Use the applicable table below to determine specific service and intervals for your plan code.

Multiple stand alone oil change plans may be purchased concurrently with one plan being active and the remaining plans being dormant. Once the active plan is no longer active, as indicated in the **NOTE** below, then the dormant plan will become active. This will continue until all purchased plans have been used. At each specified interval, contact the service department of your authorized fca canada inc. Retailer for covered stand alone oil change. Maintenance upgrades will be at the expense of the customer.

Note: the maximums in the tables below are reduced by each service performed. The maximums are also reduced by time if no claims are submitted, at a rate of one service for every two missed by time. There are no refunds should any of these services be omitted, missed or reduced.

CONSULT OWNER’S MANUAL BEFORE ROTATING TIRES ON ALFA ROMEO VEHICLES

PLAN CODES	OIL AND FILTER CHANGE WHEN INDICATOR LIGHT COMES ON	TIRE ROTATION (EXCEPT VIPER)
421	MAX 4	MAX 4
422	MAX 5	MAX 5
423	MAX 8	MAX 8
621A✲	MAX 4	MAX 4
622A✲	MAX 5	MAX 5
623A✲	MAX 8	MAX 8
624A✲✲	MAX 10	MAX 10
624Q +	MAX 10	MAX 10

✲ ALFA ROMEO VEHICLES ONLY INCLUDING QUADRIFOGLIO
✲✲ ALFA ROMEO VEHICLES ONLY EXCEPT QUADRIFOGLIO
+ ALFA ROMEO QUADRIFOGLIO ONLY

ROAD HAZARD TIRE PROTECTION

“Road hazard” is defined as objects and road conditions such as potholes, rocks, debris, metal parts, plastic, or composite scrapes, or any item causing damage other than wear and tear. For tires and wheels, covered damage does not include willful or intentional damage, damage resulting from impact with a curb, rubber dry rot, vandalism, acts of nature, flood, fire, manufacturing defects, driving on unpaved roads or commercial vehicle use, or damage covered by the collision or comprehensive section of the vehicle insurance policy of the contract owner. If a single incident results in a combined wheel and tire replacement cost greater than $2,000, that is considered accident damage and will not be covered.

It covers tire damage caused by road hazards which are not included in the tire manufacturer’s warranty. Coverage is limited to the four tires on the vehicle at the time of the incident and does not include the spare tire. Pre-existing damage cannot be claimed after or at the time of the purchase of a Road Hazard Tire Protection or Tire & Wheel Protection Plan.

Tire Repairs: Up to $50 of the repair cost for a tire leak caused by a road hazard condition is covered. If the tire cannot be safely repaired, it will be replaced and the tire replacement coverage outlined next will apply.

Non Prorated Tire Replacement: If replacement of a tire becomes necessary due to damage caused by a road hazard condition, the program will cover the full cost (up to the coverage limit) of the tire replacement of the same size and same or equivalent brand and specification in Canadian dollars per tire, no deductible applies, includes tire mounting, balancing and all taxes.

For example, if a tire is replaced, the plan will pay for 100% of the total cost for tires with a tread depth of 2/32” or greater, up to a maximum of $600 for car/minivan, up to a maximum of $800 for a tread depth of 4/32” or greater for truck/SUV, and for Alfa Romeo vehicles, the plan will cover up to the full replacement cost of the factory installed tire.

Duration of Coverage: Road Hazard Tire Protection coverage expires when the Safety and Convenience plan expires; or when four tire replacements have been claimed; or when the tires are worn to the 2/32" or 4/32" applicable minimums; whichever occurs first. Plans that carry both tire and wheel protection will not completely expire when all four tires have been replaced. There will still be wheel protection until the coverage term expires or all four wheels have also been replaced.

Sykes Assistance Services Corporation reserves the right to decline any reimbursement claim presented for payment later than 30 days from the date the service was performed, or if the service was provided by an unlicensed garage or person.

ROAD HAZARD WHEEL PROTECTION

It covers wheel damage caused by road hazards which are not included in the vehicle’s warranty. Coverage is limited to the four wheels on the vehicle at the time of the incident and does not include the spare wheel.

For service, contact your selling FCA Canada Inc. retailer (see also “Non-Dealer Repairs”).

Wheel Repairs: The plan will cover up to $250 of the cost to repair a wheel if it becomes damaged due to a road hazard condition.

Wheel Replacement: If a wheel is not repairable or is unable to seal with the tire (resulting in air loss) due to a road hazard condition, the cost of a replacement wheel will be covered, including mounting, balancing, new valve stem and tax. The replacement will be a wheel of like kind, quality, and cost of the factory-installed wheel.

For Alfa Romeo vehicles, the plan will cover up to the replacement cost of the factory installed wheel.

For Tire Road Hazard and Wheel Road Hazard service, contact your selling FCA Canada Inc. retailer (see also “Non-Dealer Repairs”). Call the retailer’s service department to make an appointment. If you cannot return to your selling retailer or are travelling, service may be requested at any FCA retailer in Canada or the continental United States.

Non-Dealer Repairs (Tires and Wheels): Please attempt to have your vehicle repaired at a FCA Canada Inc. dealership. If your service is not performed at a FCA Canada Inc. dealership, call Sykes Assistance Services **(1-800-363-4869)** for claim instructions.

Claims for reimbursement must be made **within 30 days** from the date the service was performed. Only covered service provided by a licensed retailer is eligible for reimbursement. Sykes will provide a claim form which must be completed and returned **with the original invoice** related to the covered service provided.

KEY FOB PROTECTION

In these technologically advanced days, a key fob is a high-tech piece of equipment that can be expensive to replace and reprogram. Key fob protection offers peace of mind if your key fob is lost, stolen, damaged or destroyed.

Features

- Coverage is available from 1-2 year terms for new FCA vehicles only.
- Coverage is available from 3-5 year terms for all vehicles new and used.
- Coverage is transferable.
- The maximum benefit for key fob protection cannot exceed $800 lifetime, including the key fob, labour charges, programming, etc.
- No meterage limitations.
- No deductible.

Claims received during the first 90 days from contract registration are ineligible for coverage.

HOW TO GET SERVICE

Key fob Protection service is provided by your selling FCA Canada Inc. retailer. Call the retailer’s service department to make an appointment. If you cannot return to your selling retailer or are travelling, service may be requested at any FCA retailer in Canada or the continental United States.

IF YOU HAVE ANY QUESTIONS

FCA Canada Inc. and its retailers are vitally interested in your satisfaction. In the event a covered service is not handled to your complete satisfaction, the following action is recommended:

- Discuss the matter with the Service Manager of your authorized FCA Canada Inc. retailer; then with the General Manager or owner, if necessary.
- Give your retailer a reasonable length of time or number of opportunities to satisfy you. In fact, your retailer may contact FCA Canada Inc. on your behalf.
- If the problem still has not been resolved, call us toll-free at **1-800-465-2001** and give us an opportunity to satisfy you.
- If service is not available from an authorized FCA Canada Inc. retailer, call us toll-free at **1-800-465-2001** before obtaining service.
- For questions about Roadside Assistance, Tire Road Hazard Protection or Trip and Travel Plans, call toll-free at **1-800-363-4869** or mail to:

Sykes Assistance Services
248 Pall Mall, P.O. Box 5845
London, Ontario N6A 4T4